

The background is a blue gradient with a circular pattern of dashed lines. A curved banner with the text "FROM UNDERSEA TO OUTER SPACE TO CYBERSPACE" in white, sans-serif font, arches across the left side. Various military and technological assets are depicted: a satellite with solar panels, a stealth bomber, a fingerprint scanner, a computer monitor, a naval ship, and a submarine. The words "CYBERSPACE", "OUTER SPACE", and "UNDERSEA" are repeated in a light blue, semi-transparent font across the background.

NORTHROP GRUMMAN

Ship Systems

Knowledge Management and Data Management

Data Management Panel - 38th Annual GEIA Conference

14 September 2004

Diane Gergen

Manager, Knowledge Management
Northrop Grumman Ship Systems

DEFINING THE FUTURE

Agenda

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- **Knowledge Management Fundamentals**
- **Relationship to Data Management**



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Knowledge Management Fundamentals

What is Knowledge Management?

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***Systematic approaches to
enable information and
knowledge to grow, flow and
add value***

American Productivity and Quality Center (APQC)

**"Knowledge Management is the leveraging of
an organization's collective wisdom to
increase innovation and responsiveness."**

The Delphi Group

What is Knowledge Management?

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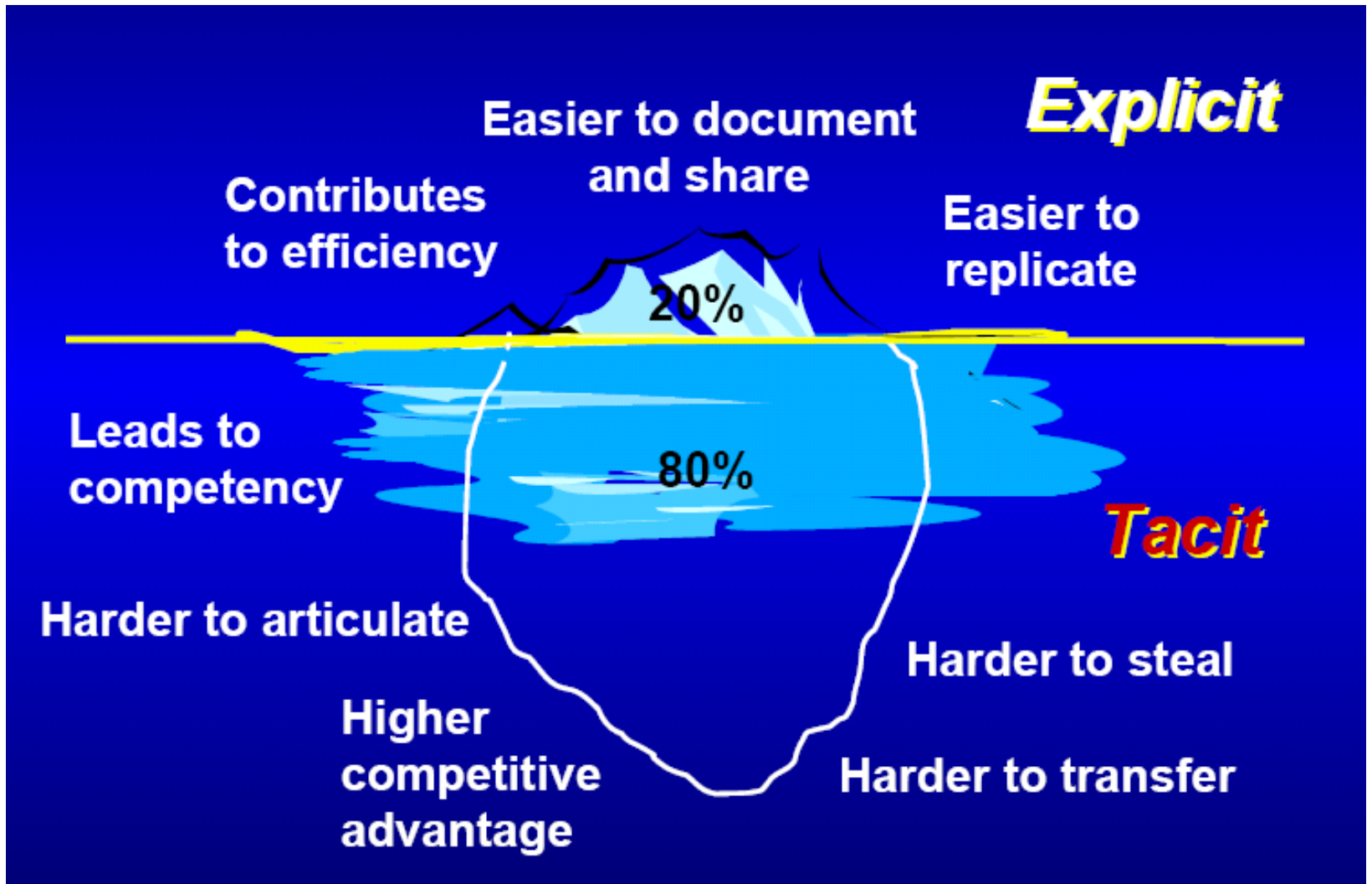
Making sure
The right *information*
gets to the right *people*
at the right *time*
for the best *decision*
the first *time*.



Knowledge Management Is All About People!

What Kinds of Knowledge Are We Talking About?

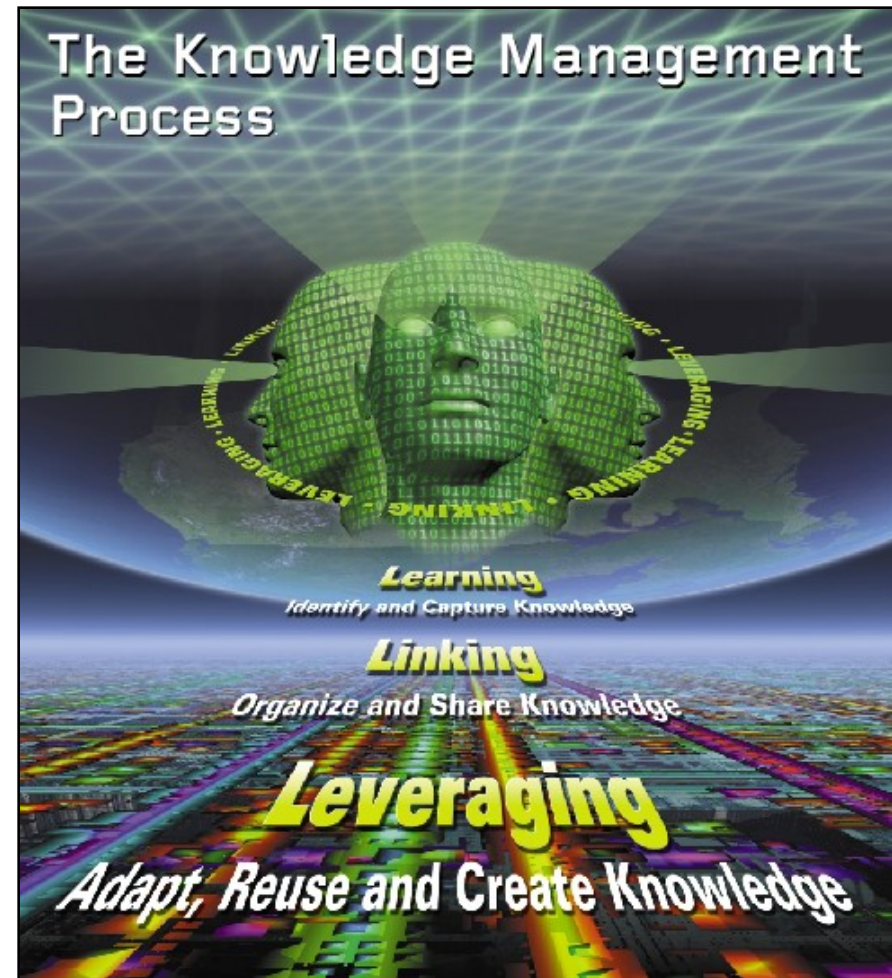
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What is the KM Process?

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- **Learning**
 - Identify and Capture
- **Linking**
 - Organize and Share
- **Leveraging**
 - Adapt, Reuse and Create New
- **Leading**
 - Define Knowledge That Has Strategic Value
 - Make KM Part of Everyday Activities

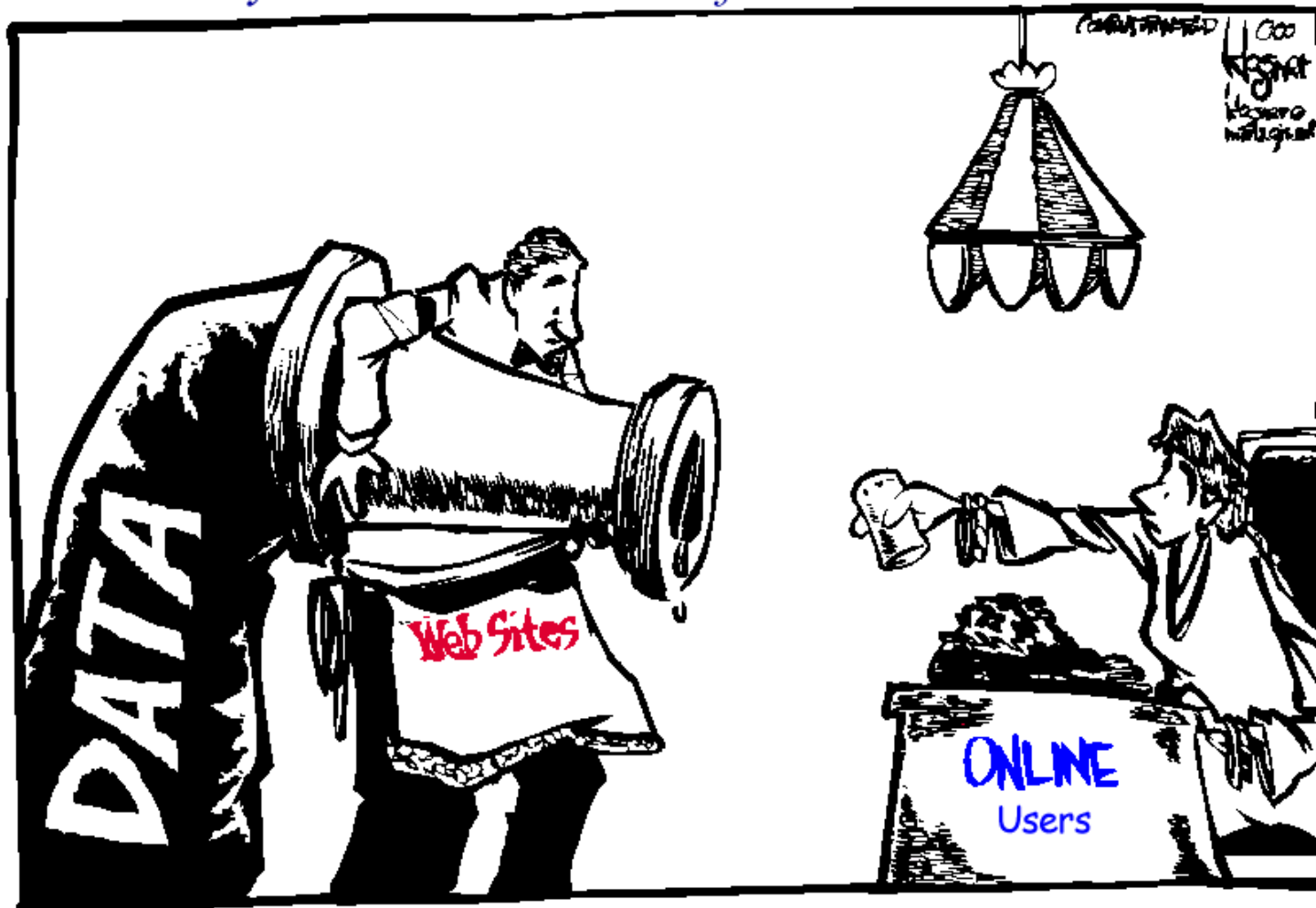


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Relationship to Data Management

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We have exposed more data to our employees than ever before - are we smarter because of it?



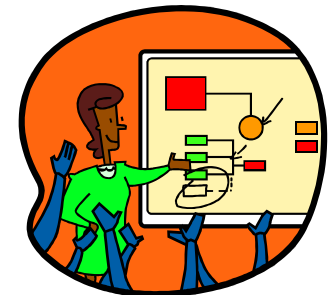
Where's My Stuff?

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DM Roles in Support of KM

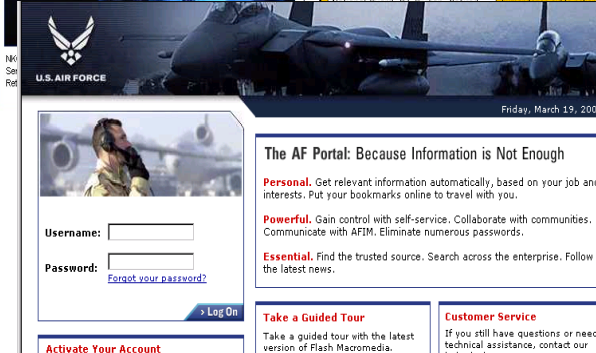
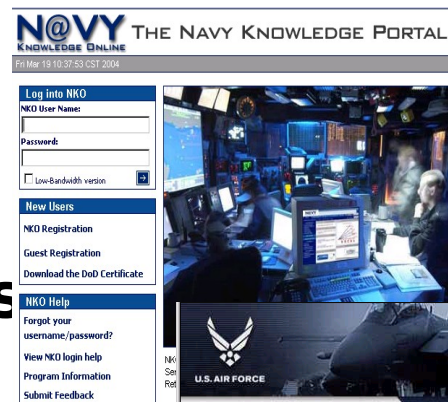
- **Develop policies for document management**
 - Shared drives
 - Libraries
 - Data banks
 - Online (web pages)
 - Product Data Management tools
 - Team rooms
 - Collaboration spaces
- **Assist in developing web content standards**
 - Who adds content?
 - What is the review process?
 - Who controls / updates?
 - How is content maintained (fresh)?
- **Develop taxonomies**



KM Roles in Support of DM

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- Communities of Practice
- Best Practice Replication
- Knowledge Retention / Aging Workforce
- Portals
- Collaboration Spaces
- Expertise Location



What is a Community of Practice?

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- **A group of people formed around a topic to:**
 - Share ideas, insights, information & help
 - Solve problems & advise each other
 - Learn together
 - Create tools, processes, frameworks, etc.
- **People in communities relate to each other**
- **Over time, communities steward a practice**
 - Develop core knowledge
 - Manage the material about their topic



Purpose of A Community of Practice

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**Quickly Connect with
Subject Matter
Experts**



**Forum for
Networking**



**Transferring Best
Practices and
Lessons Learned**



**Sharing and
Adapting
Knowledge**

**Provide
Recognition**

**Mentoring and
Developing
Talent**

***Where Knowledge is Created,
Shared, Reused and Adapted***

DAU Data Management CoP

18



Acquisition Community Connection

Where the AT&L Workforce Meets to Share Knowledge



Defense Acquisition University

[ACC Home](#) | [Contact Us](#) | [Site Map](#) | [Privacy Policy](#)

[ACC > Data Management](#)

Topic Explorer

- ACC
 - Contract Management(100)
 - Data Management(43)
 - GEIA 859 HDBK Development(48)
 - Introduction(0)
 - Principle 1(6)
 - Principle 2(8)
 - Principle 3(8)
 - Principle 4(8)
 - Principle 5(6)
 - Principle 6(21)
 - Principle 7(7)
 - Principle 8(6)
 - Principle 9(9)
 - Annex A(0)
 - Annex B(0)
 - Annex C(0)
 - Annex D(0)
 - GEIA 859 HDBK Development Archives(14)
 - EIA Standard 649 Material for Review(3)
 - Integrated Handbook(1)
 - Data Management (43)

Data Management

Strengthen collaborative partnerships to enable development of common data management practices and implementation guidelines.

Date Added: 2003-09-04 5:21 pm
Date Modified: 2004-08-15 4:46 am

[Printer friendly version](#)

★ ★ ★ ★ ★
[open Topic](#)
ID: 14309

[Comment on this page.](#)
(14 comments)



The diagram illustrates a central hub-and-spoke model. At the top is 'Policy & Guidance' with a compass icon. Below it are four main components: 'Industry Initiatives' (factory icon), 'Tools' (wrench icon), 'Training Center' (person at computer icon), and 'Community Connection' (group of people icon). These components are interconnected by a network of lines, suggesting a collaborative and integrated system. The background of the diagram features a technical drawing with various measurements and annotations.

howellgd (Suggest and Discuss)

[Log out](#)

Tools

- [Members](#)
- [Find in Discussions](#)
- [Filter](#)
- [Calendar](#)
- [Email Groups](#)

Features

- [Navy: Finding Information: Searching for Specifications and Standards](#)
- [Navy: Finding Information: Searching for Technical Manuals](#)

What's New

- [Enterprise Transformation Through Knowledge Transfer](#)
- [Data Management CoP Award](#)
 - [RE: Level of DoD DM Policy & Guidance Control?](#)
I am a active duty Major in ...
Major Will Rubel 2004-08-15 4:46 am
 - [RE: Distributing information on the CoP](#)

Your Next Steps?

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- **Learning, Linking, Leveraging, and Leading Data Management Knowledge**
- **Building Communities**
- **Applying KM Tools**



Knowledge Management Resources

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- **Books**

- *The Springboard : How Storytelling Ignites Action in Knowledge-Era Organizations*, by Stephen Denning
- *Working Knowledge*, by Thomas H. Davenport and Laurence Prusak
- *Enabling Knowledge Creation : How to Unlock the Mystery of Tacit Knowledge and Release the Power of Innovation*, by Georg Von Krogh, Kazuo Ichijo, and Ikujiro Nonaka
- *In Good Company: How Social Capital Makes Organizations Work*, by Don Cohen and Laurence Prusak
- *If Only We Knew What We Know*, by Carla O'Dell
- *E-Learning*, by Marc Rosenberg
- *Leading Change*, by John Kotter
- *The Tipping Point*, by Malcom Gladwell
- *Leveraging Communities of Practice for Strategic Advantage*, by Hubert Saint-Onge and Debra Wallace
- *Cultivating Communities of Practice*, by Etienne Wenger, Richard McDermott, and William Snyder
- *Continuity Management*, by Hamilton Beazley, Jeremiah Boenisch, and David Harden

Knowledge Management Resources

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- **Web Sites**

- **US Government KM** <http://www.km.gov/index.html>
- **KM World** <http://www.kmworld.com/>
- **George Mason University KM Site**
<http://www.icasit.org/km/index.htm>
- **Buckman Laboratories** <http://www.knowledge-nurture.com/>
- **American Productivity and Quality Center**
<http://www.apqc.org/>
- **@Brint** <http://www.brint.com/km/>
- **And Many Others....**

- **Organizations**

- **IBM Institute for Knowledge Management (IKM)**
- **American Productivity and Quality Center (APQC)**
- **The Conference Board**

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Questions?